

ECF Frequently Asked Questions (FAQ)

1. What are the hardware/software requirements for participating in ECF?

Windows based petition or word processing software

Netscape Navigator version 3.0 or higher

Adobe Acrobat version 2.1 or higher (viewer and pdf writer)

Acrobat is available at special attorney pricing by calling 1-888-502-5275.

an Internet Service Provider (ISP- see question #2)

a computer capable of running the software mentioned above.

2. What software are other attorneys using, how are they handling electronic filing?

Below are some attorneys who have agreed to share their information and to assist other attorneys in filing electronically - specially thanks to these attorneys in helping to make ECF in our District a success!!

NAME TELEPHONE & FAX E-MAIL ADDRESS	SOFTWARE, ISP, SCANNER (Y/N) USAGE RATE, # CASES YTD (as of 08/31/99) DESCRIPTION OF PRACTICE
Andrew H. Griffin, III 619-440-5000 w 619-440-5991 fax Gryphonlaw@aol.com	MacForms, cox cable, yes daily, 4 cases YTD Debtors attorney, chapter 7 and 13
Brian Crozier Whitaker 619-280-5574 619-280-5546_ bcw@wyz.com	Legal Solutions Plus 2.5, pcsinter.net, no weekly, 96 cases YTD Debtors' Atty 7 & 13
Diane Letarte 760-436-2541 436-2565 dianel@law-r-us.com	BK Esquire v4.0, Access1, no couple of times, 1 case YTD Debtor's attorney mostly Chapter 7 and 13
Chris J. Allred (619) 440-5242 fax (619) 442-0198 coyotez@aol.com	Collier Top Form Windows Version 5.5, AOL, weekly, 7 cases YTD Debtor's Attorney - Chapter 7
Mike Doan 760 732-1490 Fax: 760 732-1491 doan@primenet.com	Bestcase Bankruptcy Version 7.0, cable, no 10 times a day, 346 cases YTD I am a debtor's attorney. Most cases Chapter 7.
Frederick F. Preaus 542-7878 Fax 295-5900_ fpreaus1@san.rr.com	Legal Pro for Windows, Road Runner, yes Weekly, 5 cases YTD Debtors 7 some 13
Ardelle Williams (619) 233-7194 Fax No.: (619) 233-6113 awilliam@adnc.com	Bankruptcy 2000, ADNC, no weekly, 8 cases YTD I am a debtor's attorney primarily in chapter 7.

Rick G. Melendez (619) 297-4354 (619) 297-4397 legalhelpers@msn.com	Bestcase,? , Yes Weekly, 55 cases YTD Debtor's attorney, Chapter 7 & 13
John C. Colwell (619) 238-1500 Fax (619) 338-9215 drlc@adnc.com	BK2000, ADNC, yes daily, 925 cases YTD Consumer and Small Business Debtor Bankruptcy, exclusively
Richard Lakier	Matthew Bender TopForm 5.5, ATT, yes bimonthly, 1 case YTD Debtors Chapter 7 practice

3. Who are some local internet service providers (ISP)?

The Court does not endorse or warranty the service of any vendor, but here are some contact numbers for a few ISPs.

AlterNet Internet Services UUNET Technologies, Inc. 3060 Williams Drive Fairfax, VA 22031-4648	Phone: (800) 488-6383 (800) 4UUNET4 (703) 206-5600 Phone (fax) : (703) 206-5601
American Digital Network, Inc. 5055 Viewridge Avenue, Suite D San Diego, CA 92123	Phone: (619) 576-4272 Phone (fax) : (619) 576-0148
AT&T WorldNet Service	Phone: (800) WORLDNET (967-5363)
CERFnet P.O. Box 85608 San Diego, CA 92186-9784	Phone: (800) 876-CERF (2373) (619) 455-3900
CONNECTnet Internet Network Services, Inc. Division of Complete Computer Solutions 6370 Lusk Boulevard, Suite F-208 San Diego, CA 92121	Phone: (619) 450-0254 Phone (fax) : (619) 450-3216
@Home Network (Cox Cable)	Phone (888) 988-9675
CTS Network Services Division of Datel Systems, Inc. 4444 Convoy Street, Suite 300 San Diego, CA 92111-3761	Phone: (619) 637-3637 Phone (fax) : (619) 637-3630
Data Transfer Group 2251 San Diego Avenue, Suite A-141 San Diego, CA 92110-2926	Phone: (619) 220-8601 (619) 220-8324
Internet MCI	Phone: (800) 360-2304

NETCOM On-Line Communications Systems, Inc. 3031 Tisch Way San Jose, CA 95128	Phone: (800) 353-6600 (408) 983-5950 Phone (fax) : (408) 241-9145
Pacific Bell Internet	Phone: (800) 708-INET (4638) Phone (fax) : (800) 704-INFO

4. What Windows based petition software should I use?

Of the attorneys participating with us thus far, there are four Windows based petition software applications being used: Bankruptcy 2000, Bankruptcy Esq., Best Case and TopForm.

So far, Bankruptcy 2000 and Best Case have been preferred by most as they create a single pdf file for the petition and all schedules. TopForm has a new version of software (5.4.1) that resolves their issue of creating a separate file for each schedule. Bankruptcy Esquire has a patch available that corrects the multiple pdf file problem in their program.

Other Windows based petition software include:

Bankruptcy 2000 NewHope Software P.O. Box 1306 Mercer Island, WA 98040	Phone: (206) 232-9247 Email: newhope@bkptcy.com Web: http://www.bankruptcysoftware.com
Bankruptcy, Esq. Multimedia Abacus Corp. 9920 S. La Cienega Blvd. #720 Inglewood, CA 90301	Phone: (800) 617-4202 (310) 645-0598 Web: http://www.mmacorp.com/bankdnld.htm
TopForm Matthew Bender	Web: http://www.bender.com
Total Bankruptcy Bit Legal Software 6434 Maple Dallas, TX 75235	Phone: (214) 904-0529 Email: Total-Bankruptcy@Ad-Apex.com Web: http://www.ad-apex.com
EZ Filing Zimmerman & Mohr LLC 379 Holly St. Denver, CO 80220-5827	Phone: (800) 998-2424 Fax: (303) 399-2353

Best Case Bankruptcy Best Case Solutions Inc. 600 Davis St. Evanston, Ill. 60201	Phone: (800) 492-8037 (847) 492-8037 Fax: (847) 492-8038 Email: info@bestcase.com Web: http://www.bestcase.com
Bankruptcy Plus Cornerstone Computer Group Inc. 1225 E. Sunset Drive Bellingham, WA 98226	Phone: (800) 397-8238 Fax: (800) 397-8346 Email: ccgi@cornerstone-computer.com Web: http://www.cornerstone-computer.com

Bankruptcy forms are also available in pdf format from www.lawca.com for \$5 per form, or at <http://www.lra4law.com/downloads.htm> in Microsoft Word format at no cost.

5. How does Netscape need to be setup to view this site?

The default settings in Netscape will work. There have been several reports of intermittent problems with Netscape 4.05, if you have this version (click on help, about netscape from the netscape main menu to find out) you may want to download an older version from the netscape browser download area - look in the archived versions link. Any of the 3.x versions will work without issues.

In order to send email from Netscape, as in registering for ECF training on our website, you'll need to ensure the email options are setup properly in Netscape. In version 3 this means clicking on Options, Mail and News Preferences & in version 4 clicking on Edit, Preferences, Mail Groups. Enter your email address and SMTP server name (the SMTP server name is assigned by your internet service provider).

6. When I click on the 'Back' button in Netscape, it takes me back to the login screen.

You're probably on Netscape version 2. In Netscape, click on Help, About Netscape and look at the version number. If it's not 3 or 4 you should download a more current version. You can access a link to Netscape's download area on our website at: <http://www.casb.uscourts.gov>

7. How do I create a pdf file?

When Adobe Acrobat is installed, it will create the Pdf writer. You choose this as your 'printer' and print the file as usual. The pdf writer will query you for a file name and then write the pdf file with the name and directory that you provide it.

8. I get a blank pdf file when printing a custom form in Bankruptcy 2000 - what's wrong?

If you're using the File, Print menu in Bankruptcy 2000, try going into Custom, Forms instead and then select the form and click on the Print form button.

9. I get multiple screens asking for the pdf file name in TopForm, why?

TopForm puts out each schedule as a separate pdf file when you ask it to 'print' the pdf files. You will need to name these files separately (eg. Debtorname1, debtorname2, etc). Once you have all the pdf files, you can either go into Adobe Exchange, open the petition

pdf file, click on Document, Inset pages, and inset each file into the petition pdf file OR when you file the case uncheck the 'last document' box when you attach the pdf petition file, and then browse and attach each schedule when you docket the lead event - don't forget to check the 'last document' box when you're attaching the last pdf file.

10. How do I create a creditor matrix text file?

Most petition software does this automatically - you should contact your vendor for assistance. You may also use any Word Processor to enter the name and address information in the proper form and save it as a text file.

Bankruptcy 2000 - in the setup screen, click on Address Matrix and set the format to OCR. After the creditor information is entered, click on File, Export Matrix. It will ask for a file name and location.

TopForm - Enter the creditor information, click on File, Save Matrix to diskette, it will prompt you for a filename and location.

11. Why do I get the Site Certificate pages?

The first time you go into the ECF site, you'll get a series of Site Certificate pages, letting you know that the Court is encrypting the data while you're signed on to ECF. On the third screen, you'll have an opportunity to check a box that says accept this certificate forever - if you check this box these screens will not come up again. Simply click on next, finish and finally continue on the last screen.

You will always get the final screen to notify you of the certificate, click on continue to proceed.

12. When I print an image from ECF, the right edge gets cut off.

After you click the print icon, click the 'shrink to fit' box on the printer setup screen.

13. I'm trying to docket an event and it tells me that this transaction has already been posted, but I look on the docket and it's not there.

Probably what has happened, is that you docketed an event for a case, and then clicked on the netscape back button a few times to get to a point where you could enter another case number and then docketed another event. By clicking the back button, instead of clicking on 'Bankruptcy Events' you're keeping the information pulled for the last case you docketed. As long as you click on the menu item instead of clicking on Back you'll be fine - only use the back button to correct a mistake on an event you're in the process of docketing

14. When I query a case in ECF, it gives me the previous case I looked at instead.

Check your Cache settings in netscape. For Netscape 3 click on Options, Network Preferences, Cache. The verify documents entry should have the 'once per session' or 'every time' entry checked, but not the 'never' entry. In Netscape 4 this can be found by clicking on Edit, Preferences, Advanced, Cache. The

netscape default of 'once per session' will work fine.

15. I'm getting an invalid usercode or password message and I know I'm entering the correct password.

Some common problems are that both the usercode and password should be all lower case - if that looks good, check the location of the website in the location window of Netscape. The training database is located at: <http://ecf-test.casb.uscourts.gov> while the live database is at: <http://ecf.casb.uscourts.gov> (without the test). Make sure you're using the proper password for the proper database - they are always different.